

CHAPTER 4

AUXILIARY SERVICE (also called Shuttle Service)

1. Reference is made to the following documents:

A. Domestic Personal Property Rate Solicitation, Item 403, Labor Charges; Item 404, Auxiliary Service

B. International Personal Property Rate Solicitation, Item 501, Auxiliary Service; Item 502, Labor

2. Auxiliary service is subject to the following rules:

A. It is the responsibility of the shipper to make shipment accessible to carrier or accept delivery from carrier at a point at which the line haul vehicle may be safely operated.

B. When it is physically impossible for carrier to perform pickup of shipment at origin address or to complete delivery of shipment at destination address with normally assigned line haul equipment, due to the structure of the building, its inaccessibility by highway, inadequate or unsafe public or private road, overhead obstructions, narrow gates, sharp turns, trees, shrubbery, the deterioration of roadway due to rain, flood, snow, or nature of an article or articles included in the shipment, the carrier shall hold itself available at point of pickup or tender delivery at destination at the nearest point of approach to the desired location where the line haul equipment can be made safely accessible.

C. Upon approval of the PPSO, the carrier shall use or engage smaller equipment than its normal line haul equipment or provide extra labor for the purpose of transferring the shipment between the residence and the nearest point of approach by the carrier's line haul equipment. Charge for this auxiliary service to cover labor and additional vehicle is in rate solicitation references above and shall be in addition to all other transportation and accessorial charges.

D. If the shipper does not accept the shipment at nearest point of safe approach by carrier's line haul equipment to the destination address, the carrier may place the shipment, or any part thereof not reasonably possible for delivery, in storage at the carrier's nearest available DOD-approved warehouse, or, at the option of the carrier, in a public warehouse. The liability on the part of the carrier will cease when the shipment is unloaded into the warehouse and the shipment shall be considered as having been delivered.

3. Charges for the auxiliary vehicle and related services will be assessed as indicated below. Situations illustrating application of the rules and rates are included in this Chapter.

A. Since the rates in the rate solicitations include loading and unloading of the shipment, labor charges would not apply for the labor normally provided by the carrier to load or unload the shipment from or to the road equipment vehicle and the residence.

B. The line haul rate includes moving the goods into/out of the residence.

C. Auxiliary vehicle charges:

- 1) Transport vehicle to the work site.
- 2) Use of vehicle at work site.
- 3) Return auxiliary vehicle.

D. Labor charges:

1) Origin. Labor time attributable to auxiliary service at origin is the total hours required to drive the auxiliary vehicle between the residence and the line haul van, plus the time to unload the shipment from the auxiliary vehicle into the line haul van.

2) Destination. Labor time attributable to auxiliary service at destination is the number of hours required to drive the auxiliary vehicle between the line haul van and residence, plus the hours required to load the auxiliary vehicle.

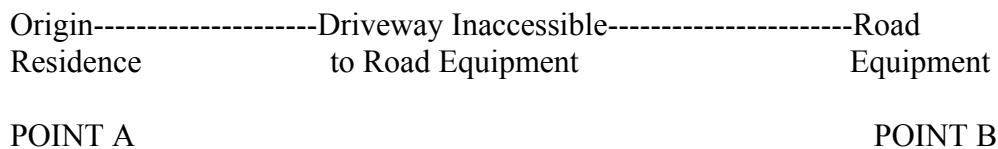
4. The above guidelines should be observed when ordering auxiliary service. Only those charges specified above should be approved and certified by the TO on DD Form 619.

NOTE: When shipment is picked up by agent and not the line haul equipment, auxiliary service would rarely be used/authorized because the agent has the opportunity to decide on what equipment to send to the work site, such as smaller vehicles, auxiliary service may not be necessary. However there are rare occasions or exceptions and the TO should consider the actual needs of the member. Care should be exercised to reduce the number of times a shipment is handled.

The following situations are provided for your assistance.

SITUATION 1

Road equipment is unable to reach origin residence due to narrow gate at residence driveway.



FACTS:

1. PPSO authorized use of auxiliary vehicle.
2. Labor for the auxiliary vehicle is authorized by the PPSO to transfer goods from auxiliary vehicle to road equipment.
3. Auxiliary vehicle takes 20 minutes to get to work site. Arrive at residence at 8:00 a.m.
4. Auxiliary vehicle leaves residence (Point A) with property at 10:20 a.m.
5. Transfer of property is completed at Point B at 1:30 p.m.
6. Auxiliary vehicle is returned from work site to point of origin within 20 minutes.
7. Auxiliary vehicle charges apply from 7:40 a.m. through 1:50 p.m.
8. Labor charges apply from 10:20 a.m. through 1:30 p.m.

APPLICABLE CHARGES:

Auxiliary vehicle

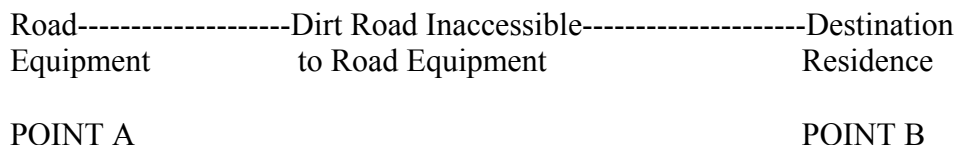
(1) To work site	20 minutes
(2) At work site	5 hours 30 minutes
(3) Return from work site	20 minutes
TOTAL	6 hours 10 minutes
	(6 ¼ hours for billing purposes)

Labor

2 persons x 3 hours 10 minutes each = 6 hours 20 minutes
(6 1/2 hours for billing purposes)

SITUATION 2

Road equipment cannot cover last ten miles to destination due to narrow winding dirt road.



FACTS:

1. PPSO authorizes use of auxiliary vehicle.
2. Labor authorized to transfer property from road equipment to auxiliary vehicle.
3. Auxiliary vehicle takes 35 minutes to get to work site. Arrives at 10:00 a.m.
4. Loading of property to auxiliary equipment (Point A) begins at 10:00 a.m.
5. Vehicle arrives at residence at 1:25 p.m.
6. Last item removed from auxiliary vehicle at 4:55 p.m.
7. Auxiliary vehicle is returned from work site within 35 minutes.
8. Auxiliary vehicle charges apply from 9:25 a.m. through 5:30 p.m.
9. Labor charges apply from 10:00 a.m. through 1:25 p.m.

APPLICABLE CHARGES:

Auxiliary vehicle

(1) To work site	35 minutes
(2) At work site	6 hours 55 minutes
(3) Return from work site	35 minutes
TOTAL	8 hours 5 minutes

Labor

2 persons x 3 hours 25 minutes each = 6 hours 50 minutes
(7 hours for billing purposes)

Road equipment is unable to reach origin residence because bad weather conditions have caused road problems. Member had to be picked up on date scheduled. Two trips are required to transfer entire shipment.

FACTS:

1. PPSO authorizes use of auxiliary vehicle.
2. Labor for the auxiliary vehicle is authorized by the PPSO to transfer goods from auxiliary vehicle to road equipment.
3. Auxiliary vehicle takes 15 minutes to get to work site. Arrives at 8:30 a.m.
4. Auxiliary vehicle leaves residence (Point A) with the first load at 10: 00 a.m.
5. First load is transferred to road van by 1:15 p.m. Vehicle returns to residence for remaining property. Arrives at residence at 1:30 p.m.
6. Remaining property loaded on auxiliary vehicle by 3:15 p.m.
7. Unloading auxiliary equipment complete at Point B at 5:35 p.m.
8. No overtime authorized, completed for carrier's convenience.
9. Auxiliary vehicle is returned from work site within 15 minutes.
10. Auxiliary vehicle charges apply from 8:15 a.m. thru 5:50 p.m.
11. Labor charges apply from 10:00 a.m. thru 1:30 p.m. and 3:15 p.m. thru 5:35 p.m.

SITUATION 3, cont.

APPLICABLE CHARGES:

Auxiliary vehicle

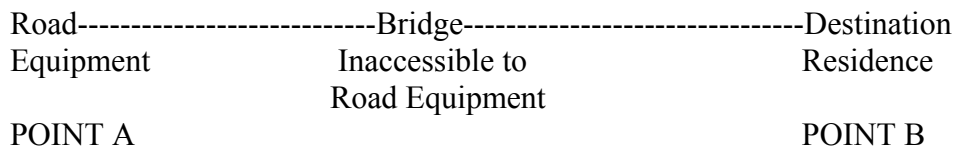
(1) To work site	15 minutes
(2) At work site	8 hours 35 minutes
(3) Return from work site	15 minutes
TOTAL	9 hours 5 minutes (9 ¼ hours for billing purposes)

Labor

2 persons x 6 hours 20 minutes each = 12 hours 40 minutes
(12 ¾ hours for billing purposes)

SITUATION 4

Road equipment cannot cross bridge to member's destination residence because of weight allowance. Two trips are required to deliver entire shipment.



FACTS:

1. PPSO authorizes use of auxiliary vehicle.
2. Labor authorized to transfer property from road equipment to auxiliary vehicle.
3. Auxiliary vehicle takes 45 minutes to get to work site. Arrives at 7:45 a.m.
4. Loading of property to auxiliary equipment (Point A) begins at 7:45 a.m.
5. Vehicle arrives at residence with first load at 10:30 a.m. Unloading is completed and vehicle returns to road equipment at 1:15 p.m.
6. Transfer of remaining property to auxiliary equipment is completed at 3:45 p.m. Vehicle arrives at residence at 3:55 p.m.
7. Unloading auxiliary equipment is completed at 4:30 p.m.
8. Auxiliary vehicle is returned to work site within 45 minutes.
9. Auxiliary vehicle charges apply from 7:00 a.m. thru 5:15 p.m.
10. Labor charges apply from 7:45 a.m. thru 10:30 a.m.
from 1:15 p.m. thru 3:55 p.m.

SITUATION 4, cont.

APPLICABLE CHARGES:

Auxiliary vehicle

(1) To work site	45 minutes
(2) At work site	8 hours 45 minutes
(3) Return from work site	45 minutes
TOTAL	10 hours 15 minutes
	(10 ¼ hours for billing purposes)

Labor

2 persons x 5 hours 25 minutes each = 10 hours 50 minutes
(11 hours for billing purposes)

NOTE: The above examples make the assumption that the labor needed for auxiliary service was already at the work site (residence). However, on rare occasions, the labor needed for auxiliary service needs to be transported to the work site (residence) and travels with the auxiliary equipment. In those rare cases, the additional labor charges to and from work site (residence) upon, TO approval, labor time can be added.